

# Question Bank for Self-Assessment Surveys

The following sample questions were drawn from surveys used by AmeriCorps programs—small and large, rural and urban—in Oregon, Washington, and New York—and are grouped into five different categories:

Professional and personal skills  
Member development  
Program evaluation

Training evaluation  
Planning a life after AmeriCorps training

## Professional and personal skills

**These questions—typically given in an exit survey—help transitioning members identify the skills, abilities, and interests that they have developed as a result of their service. At the same time, the answers will help the program measure its effectiveness in providing opportunities for personal growth.**

Directions: Below is a list of skills that you may have developed during your term of service. On a scale of 1 to 5 with 1 being “not at all” and 5 being “a lot,” please rate how much you feel you’ve improved in these areas as a result of being a part of (insert your program name).

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. Work well in team situations.  | 1 | 2 | 3 | 4 | 5 |
| 2. Communicate well with others.  | 1 | 2 | 3 | 4 | 5 |
| 3. Be a good listener.  | 1 | 2 | 3 | 4 | 5 |
| 4. Follow through on what I say I will do.  | 1 | 2 | 3 | 4 | 5 |
| 5. Be a valuable resource in my community.  | 1 | 2 | 3 | 4 | 5 |
| 6. Work effectively with diverse groups.  | 1 | 2 | 3 | 4 | 5 |
| 7. Organize groups of people.   | 1 | 2 | 3 | 4 | 5 |
| 8. Help others feel appreciated and valued.   | 1 | 2 | 3 | 4 | 5 |
| 9. Be interested in learning new things.  | 1 | 2 | 3 | 4 | 5 |
| 10. Organize my time well.  | 1 | 2 | 3 | 4 | 5 |
| 11. Facilitate meetings effectively.  | 1 | 2 | 3 | 4 | 5 |
| 12. Resolve conflicts with others effectively.  | 1 | 2 | 3 | 4 | 5 |
| 13. Speak effectively in front of a group.  | 1 | 2 | 3 | 4 | 5 |
| 14. Understand the needs and problems facing the community where I worked.                  | 1 | 2 | 3 | 4 | 5 |
| 15. Design and manage youth (insert other) programs.  | 1 | 2 | 3 | 4 | 5 |
| 16. Provide counseling on (insert type).  | 1 | 2 | 3 | 4 | 5 |
| 17. Use computers and software programs such as (insert type).                              | 1 | 2 | 3 | 4 | 5 |
| 18. Collect and use data.   | 1 | 2 | 3 | 4 | 5 |
| 19. Write grants and other proposals.   | 1 | 2 | 3 | 4 | 5 |
| 20. Write resumes and cover letters.  | 1 | 2 | 3 | 4 | 5 |
| 21. Learn how to perform CPR/First Aid  | 1 | 2 | 3 | 4 | 5 |
| 22. Develop career plans.   | 1 | 2 | 3 | 4 | 5 |
| 23. (Add other skills unique to your program).  | 1 | 2 | 3 | 4 | 5 |
| 24. Are there skills you feel you’ve gained that aren’t on this list? If so, what are they? | 1 | 2 | 3 | 4 | 5 |

Think about one of the projects you completed during your term of service:

1. Describe how you were able to make a difference to (a student, a community member, a school or organization).
2. Reflect on what training or other support you received from the program that helped you carry out your responsibilities. Was there any training or support that you needed, but didn't get?

## Member Development

**These questions—typically answered at the end of service—help the member reflect on benefits received during the service term. The information can also highlight areas that the program may want to target in the future.**

Directions: Below is a list of possible benefits of AmeriCorps service. On a scale of 1 to 5 with 1 being “not at all” and 5 being “a lot,” please rate how much you’ve benefited from your service term at (insert name of program):

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. Received professional training and experience to advance in my career.           | 1 | 2 | 3 | 4 | 5 |
| 2. Discovered a new career path or new interests.                                   | 1 | 2 | 3 | 4 | 5 |
| 3. Developed networks in social services and other related fields.                  | 1 | 2 | 3 | 4 | 5 |
| 4. Found future employment.   | 1 | 2 | 3 | 4 | 5 |
| 5. Gained personal satisfaction from helping others.                                | 1 | 2 | 3 | 4 | 5 |
| 6. Learned new strategies to help solve community problems.                         | 1 | 2 | 3 | 4 | 5 |
| 7. Assumed a leadership role in my community.                                       | 1 | 2 | 3 | 4 | 5 |
| 8. Developed understanding and an appreciation for people with diverse backgrounds. | 1 | 2 | 3 | 4 | 5 |
| 9. Developed a lifelong commitment to volunteerism and community service.           | 1 | 2 | 3 | 4 | 5 |
| 10. (Add other benefits unique to your program.)                                    | 1 | 2 | 3 | 4 | 5 |

Think back about your term of service. Did your AmeriCorps service term meet your expectations? Why or why not?

☐ Yes ☐ No

If you could repeat your service term, is there anything you would do differently? Please explain.

☐ Yes ☐ No

Would you recommend AmeriCorps to a friend? Why or why not?

☐ Yes ☐ No

Is there any support, information, or other assistance that (insert your program name) could provide at this point that would help you in making the transition to “life after AmeriCorps?” Please explain.

☐ Yes ☐ No

## Program Evaluation

**These questions—typically part of a member’s exit survey—will help you evaluate your program and potentially make it stronger for future members.**

- What are the primary activities, programs, or duties you performed as a member of <<insert program name>>? Please check all that apply. (Note: you will want to list activities related to your program; below are some examples.)
 

<input type="checkbox"/> Housing counseling	<input type="checkbox"/> Neighborhood revitalization
<input type="checkbox"/> Student mentoring	<input type="checkbox"/> Community organizing
<input type="checkbox"/> Volunteer recruitment	<input type="checkbox"/> Distributing informational materials
- On a scale of 1 to 5, where “1” means “not helpful” and “5” means “very helpful,” please rate how well the program prepared you for the duties that you checked above:

Provided appropriate training	1	2	3	4	5
Clearly described my role and responsibilities	1	2	3	4	5
Supported me with necessary resources	1	2	3	4	5
Offered adequate supervision when needed	1	2	3	4	5
(List other items specifically related to your program)	1	2	3	4	5

In cases where you marked a 1 or 2, please give some examples of situations during which you felt the program was not helpful.

In cases where you marked a 4 or 5, please give some examples of how you felt the program offered the help you needed.

- After finishing this term of service with AmeriCorps, what do you plan to do? Please check all that apply:

- |   |  |
|---|--|
| <input type="checkbox"/> Reenroll in AmeriCorps   | <input type="checkbox"/> Enroll in a 4-year degree program |
| <input type="checkbox"/> Seek full-time employment at the host site or other community-based organization | <input type="checkbox"/> Enroll in graduate school         |
| <input type="checkbox"/> Seek full-time employment elsewhere  | <input type="checkbox"/> Travel                            |
| <input type="checkbox"/> Not sure yet   | <input type="checkbox"/> Join the Peace Corps              |
| <input type="checkbox"/> Enroll in a 2-year degree program  | <input type="checkbox"/> Other (please specify)            |

- How did your year of AmeriCorps service influence your future plans?

- What was your goal in joining AmeriCorps? Please check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Get an education award                                    | <input type="checkbox"/> To be part of a national movement          |
| <input type="checkbox"/> To help others/perform community service                  | <input type="checkbox"/> To explore future job/education interest   |
| <input type="checkbox"/> Learn about or work with different ethnic/cultural groups | <input type="checkbox"/> To get involved with community development |
| <input type="checkbox"/> To get a job or earn money                                | <input type="checkbox"/> Others:                                    |

- Do you feel that you met the goal or goals indicated above? ☐ Yes ☐ No  
Please explain why or why not.

- Do you plan to volunteer or provide service in your community in the coming year? If yes, how do you plan to become involved? ☐ Yes ☐ No

## Training Evaluation

The questions below typically would be used to measure the effectiveness of a training session and to help in planning future trainings.

Directions: On a scale of 1 to 5, where “1” means “strongly disagree” and “5” means “strongly agree,” please rate the following statements related to the training you have just completed.

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. I was interested in attending this session.  | 1 | 2 | 3 | 4 | 5 |
| 2. I feel better equipped for my service after attending this session.                            | 1 | 2 | 3 | 4 | 5 |
| 3. I learned skills I can use personally.   | 1 | 2 | 3 | 4 | 5 |
| 4. I learned skills that I can use at my site.  | 1 | 2 | 3 | 4 | 5 |
| 5. I found the format useful.   | 1 | 2 | 3 | 4 | 5 |
| 6. I thought the speakers were well-prepared.   | 1 | 2 | 3 | 4 | 5 |
| 7. I have a better understanding of (insert what the training was about).                         | 1 | 2 | 3 | 4 | 5 |
| 8. I have a better understanding of what my role is in (insert what the goal of the training is). | 1 | 2 | 3 | 4 | 5 |

How would you rate your skill level in (insert topic of training) before this workshop?

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. I was already an expert before the session.  | 1 | 2 | 3 | 4 | 5 |
| 2. I was very confident, but looking for a few pointers.                                | 1 | 2 | 3 | 4 | 5 |
| 3. I was confident with my skills in this area, but knew I needed skills.               | 1 | 2 | 3 | 4 | 5 |
| 4. I had a general understanding of the topics but really needed training in this area. | 1 | 2 | 3 | 4 | 5 |
| 5. I was not confident at all.  | 1 | 2 | 3 | 4 | 5 |

How would you rate your skill level in (insert topic of workshop) after training?

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. I am an expert in this area.                        | 1 | 2 | 3 | 4 | 5 |
| 2. I am very confident and learned some good pointers. | 1 | 2 | 3 | 4 | 5 |
| 3. I am confident.                                     | 1 | 2 | 3 | 4 | 5 |
| 4. I still need a lot of training in this area.        | 1 | 2 | 3 | 4 | 5 |
| 5. I still have no idea what this topic is about.      | 1 | 2 | 3 | 4 | 5 |

How much of your service time is spent doing things related to this training?

☐ 100%   ☐ 75% or less   ☐ 50% or less   ☐ 25% or less   ☐ 0%

Have you received previous training in this area? ☐ Yes   ☐ No

If yes, what did it consist of?

Would you like to receive additional training in this area? ☐ Yes   ☐ No

If yes, what specific areas would you like to see addressed?

Do you have any suggestions for how this training might be improved? ☐ Yes   ☐ No

Other comments/suggestions:

## Planning a Life After AmeriCorps Training Survey

The survey below would typically be sent to members well in advance of planning a Life After AmeriCorps conference or series of workshops. The data collected will assist conference organizers in deciding on topics and identifying the types of trainers or speakers to invite. The survey information will also help speakers know who their audience is, so they can adjust their presentations accordingly. Lastly, members should feel more vested in attending the conference because they've had a chance to weigh in on the topics.

1. Immediately after my AmeriCorps service, I plan to: (Please check all that apply)
  - ☐ Go back to school (undergraduate/community college)
  - ☐ Attend graduate school
  - ☐ Find a permanent job
  - ☐ Find a temporary job while making other plans (school, travel, etc.)
  - ☐ Travel
  - ☐ Serve another term with AmeriCorps
  - ☐ Unsure of my immediate plans
  - ☐ Other (please specify)
2. My long-term plan after my AmeriCorps service is to (please check all that apply):
  - ☐ Go back to school (undergraduate, community college)
  - ☐ Attend graduate school
  - ☐ Find a permanent job
  - ☐ Start a business
  - ☐ Find a temporary job while making other plans (travel, attend school, etc.)
  - ☐ Travel
  - ☐ Unsure of my long-term plans
  - ☐ Other (please specify)
3. I am interested in pursuing a career in (please check all that apply):
  - ☐ Education
  - ☐ Social work
  - ☐ Environmental/natural resources
  - ☐ Private sector (for-profit)
  - ☐ Public sector (government)
  - ☐ Nonprofit sector
  - ☐ Other (please specify)
4. I am interested in the following resume assistance (please check all that apply):
  - ☐ One-on-one resume consultation
  - ☐ Resume writing workshop
  - ☐ Resume sharing with other AmeriCorps members
  - ☐ Other (please specify)
5. I am interested in the following job search workshops (please check all that apply):
  - ☐ Basics of job interviewing
  - ☐ Practice interviewing
  - ☐ Translating my AmeriCorps experience
  - ☐ Getting started on a job search

- ☐ Networking
- ☐ Informational interviewing with prospective employers
- ☐ Other (please specify)

6. I am interested in the following education-related workshops (please check all that apply):

- ☐ Going back to school (undergraduate, community college)
- ☐ Getting into graduate school
- ☐ Using my education award
- ☐ Teaching English as a foreign language overseas
- ☐ Becoming a professional educators
- ☐ Other (please specify)

7. I am interested in the following workshops (please check all that apply):

- ☐ Deciding what to do after AmeriCorps
- ☐ Peace Corps opportunities
- ☐ Traveling on a budget
- ☐ Personal budgeting
- ☐ Personal visioning and planning
- ☐ Spirituality of work
- ☐ Voluntary simplicity
- ☐ Other (please specify)

8. What other workshops or panels would benefit you in planning for your life after AmeriCorps?